

Addendum No. 1 to RFP 15-78



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: Prospective Bidders IFB 15-78, Employee Assistance Program

From: Orazio DeLuca, Contract Manager

Date: March 10, 2015

Re: Questions and Answers

Addendum No. 1 to RFP 15-78

The City is issuing this addendum #1 to IFB 15-78, Employee Assistance Program, for the following questions and answers.
All RFP's are due on:

Thursday, March 19, 2015 @ 11:00 am

Please be sure to acknowledge this addendum when submitting your RFP, by signing this form and inserting it into your RFP Technical Package.

Q: Can you please confirm how many counseling sessions you are requesting for contract?

A: Up to 6 episodes per employee.

Q: Who is the current EAP provider and how long have they been providing services for the City?

A: Currently, KGA provides this service to the City.

Q: Please provide the current rate and a rate history throughout the contract term.

A: The current contract was for 3 years; 5/1/2012 – 4/30/2015. The rate was 18,000 for each year of the contract.

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Q: How many total hours of trainings/educational workshops/orientations/health fairs are included in your current EAP contract? How many hours were utilized in each of the last three (3) years?

A: Any additional training that the City utilizes through the current EAP is paid at an additional cost. See attached utilization reports for a list of training provided.

Q: Are Work/Life Services such as legal/financial/child/elder care included within your current program? If yes, please detail what is included.

A: Yes

Q: Please provide copies of 2014, 2013, and 2012 EAP utilization reports.

A: See attached

Q: What is the fee-for-service cost for DOT Substance Abuse Professional (SAP) Evaluations? Approximately how many DOT SAP evaluations are used each year?

A: See attached unitization reports. 2 DOT regulated SAP cases per year are included in the existing KGA contract.

Q: Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

A: None at this time.

Q: How many hours of Critical Incident Stress Debriefings (CISDs) are included in your contract? How many hours of CISD were utilized in each of the last three (3) years?

A: See attached utilization reports if applicable. Not provided in contract.

Q: One of the requirements is to have a local office from which services will be dispensed. We have a number of affiliate providers in Somerville that we will use for the provision of short-term counseling services. Does this meet the requirement?

A: Yes, this would fill the request.

Q: Regarding the requirement that at least 2 sessions are provided through the EAP prior to referral to fee-based providers, how are cases that clearly clinically indicate the need for long-term support during the initial telephonic clinical assessment handled? Per our case management process, we would not want to delay the provision of an appropriate referral into the individual's health plan for a long-term issue that presents outside of the scope of the EAP. Therefore, we would not delay this referral by requiring 2 sessions through the EAP. This is not clinically effective. Please provide additional insight into this requirement and how it is tracked and reported to the employer.

A: Our current EAP provides a minimum of two evaluation counseling sessions prior to referral to fee based providers.

Q: The RFP states that the technical and price proposals should be separately sealed for submission. Is it acceptable to place the cost proposals in a sealed envelope and place

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in the same box as the technical proposal binders for delivery or must they be separately mailed?

A: This is ok. You can place the cost proposal in a sealed envelope and place in the same box as the technical proposal binders for delivery.

-ACKNOWLEDGMENT OF ADDENDUM 1—

Vendor name: _____

Name of person
submitting RFP: _____

Signature of person
submitting RFP: _____

*Thank you-
Orazio P. DeLuca
Contract Manager
Purchasing Department
City of Somerville
617-625-6600 x 3407*



EAP Utilization Reporting: 1/1/2012 - 12/31/2012

City of Somerville

What's New:

- **Vendor Integration:** A KGA 2013 initiative to strengthen the integration between KGA and other benefit vendors.
- **Wellness Solution for Stress:** KGA has developed a new partnership with MeQuilibrium to provide a wellness solution targeting stress reduction.
- **KGA Professional Development Portfolio:** A suite of trainings for individual contributors, managers, and intact teams which can be developed to meet your organization's specific learning goals.
- **Caring Bridge:** A tool now available through the KGA Work Life website providing free, private websites to people experiencing a significant health challenge which enables them to manage communication across family and friends.
- **Leading in Crisis:** Support and guidance for leadership facing unexpected crisis in the workplace.

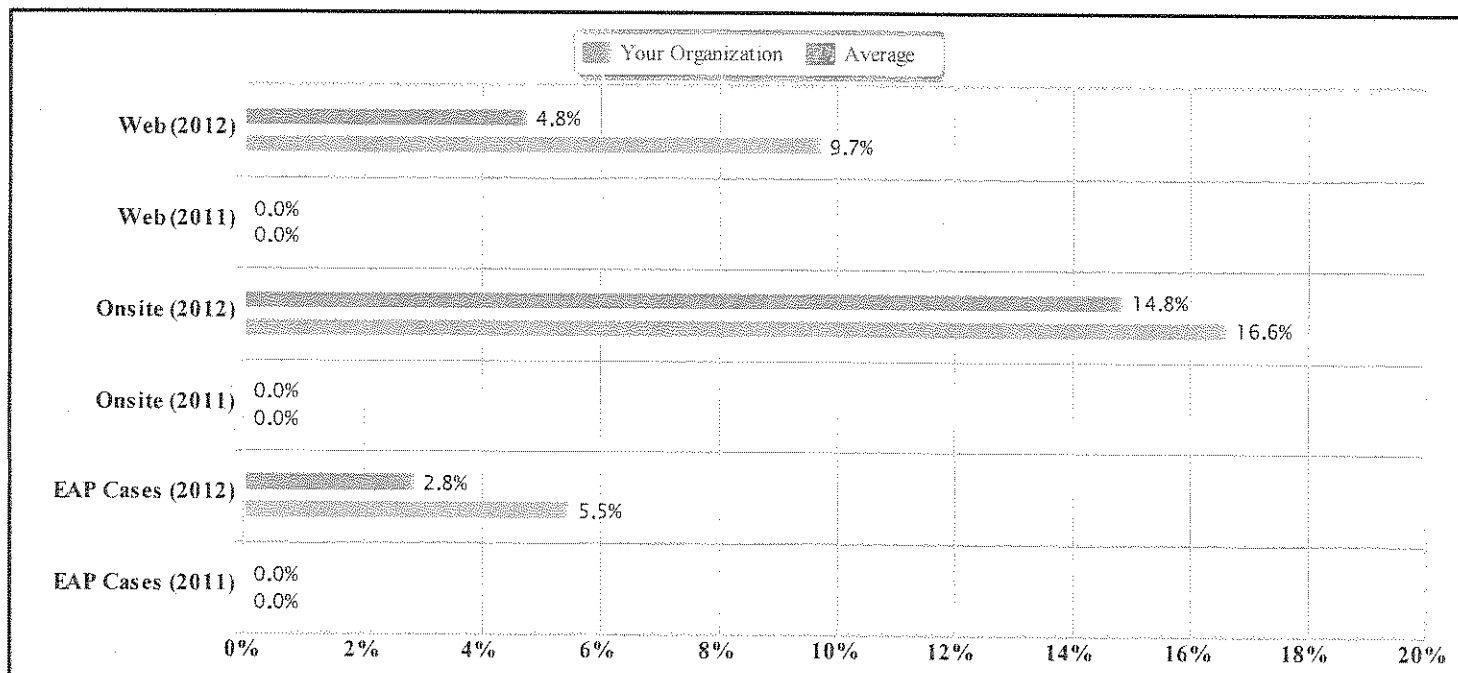
Current Usage Data

KGA tracks and reports on three types of EAP usage: cases, onsite participation, and web logins. Following is the total occurrences for each of these categories over the past twelve months. Also shown is the most recently reported headcount from within the same twelve-month period.

EAP Cases	Web Logins	Onsite Participants	Headcount	Client Since
22	37	115	775	2012

Comparative Findings

This chart provides two comparative perspectives; your organization's current usage data compared to the same data from the previous year, and your organization's data compared to the average of KGA's all client usage data.



City of Somerville

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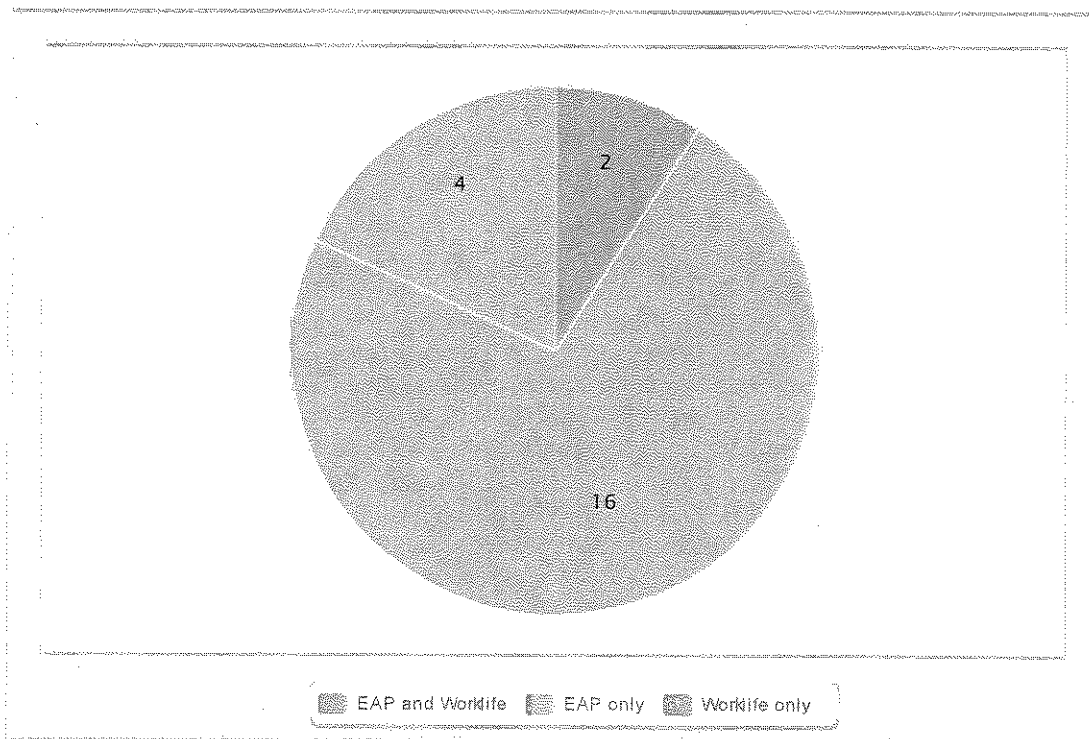
EAP Presenting Issues

A detailed look at your employee's presenting issues.

Category	Your Organization (2012)	All Client Average (2012)	Your Organization (2011)	All Client Average (2011)
Relationships	22.7%	8.0%		
Consult/Employee-related	18.2%	3.0%		
Alcohol/Drug	13.6%	5.2%		
Work Related	13.6%	3.1%		
Emotional/Stress	9.1%	16.8%		
Legal	9.1%	18.6%		
Work-Life Research	4.5%	7.0%		
Child Care	4.5%	5.0%		
Elder Care	4.5%	3.0%		

Types of Services Used

Number of cases that used the Extended Wellness Program and/or the Employee Assistance Program



City of Somerville

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Intake Data

Report Type	Category	Your Organization (2012)	All Client Average (2012)	Your Organization (2011)	All Client Average (2011)
Documented Job Performance Problems					
	N	90.9%	97.6%		
	Y	9.1%	2.4%		
Referral Source					
	Human Resources	18.2%	3.6%		
	Self	81.8%	87.3%		
Self Reported as Manager					
	Yes	31.8%	15.4%		
Self Reported Job Impairment					
	Yes	4.5%	5.8%		

Outcome Data

Report	Category	Your Organization (2012)	All Client Average (2012)	Your Organization (2011)	All Client Average (2011)
Referred to Health Insurance					
	No	95.5%	87.3%		

City of Somerville

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EAP Case Demographics

Report Type	Category	Your Organization (2012)	All Client Average (2012)	Your Organization (2011)	All Client Average (2011)
Age					
	18-29	18.2%	14.9%		
	30-39	22.7%	30.7%		
	40-49	27.3%	30.1%		
	50-59	27.3%	19.4%		
	60 and over	4.5%	4.8%		
Gender					
	Female	54.5%	62.7%		
	Male	45.5%	37.4%		
Length of Service					
	11 - 20 years	9.1%	14.3%		
	2 - 5 years	40.9%	26.8%		
	20+ years	13.6%	7.8%		
	6 - 10 years	31.8%	23.8%		
	less than 2 yrs.	4.5%	26.8%		
Location					
	In-State	90.9%	59.0%		
	Massachusetts	9.1%	3.7%		
User Profile					
	Employee	100.0%	92.1%		

City of Somerville

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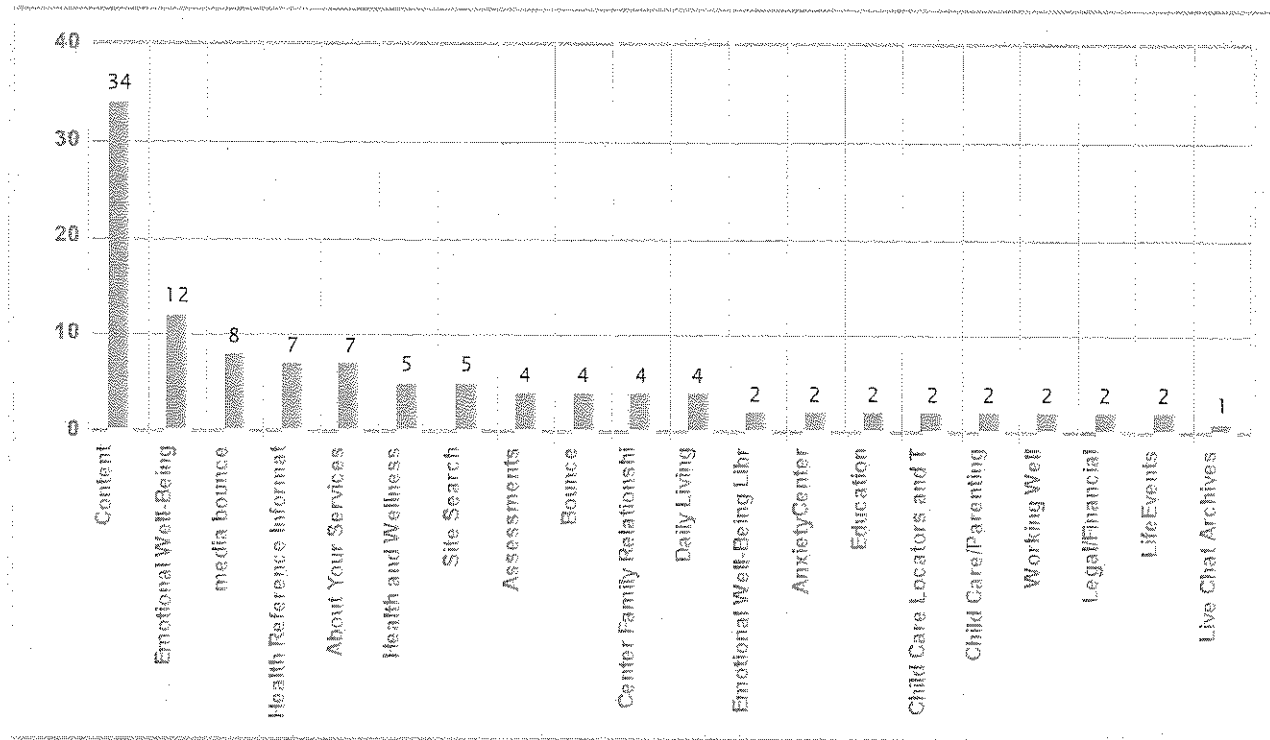
Onsite Activity

Reported are the number of individual employees who participated in on-site events (e.g. Orientations, Benefits Fairs, etc.) by month.

Date	Program	Location	Participants
April 2012			
	Health/Benefits Fair	Somerville, MA	110
July 2012			
	EAP Manager Training Webinar	KGA Office	3
	EAP Manager Training Webinar	KGA Office	1
September 2012			
	EAP Update	Somerville, MA	0
November 2012			
	Three Pronged Approach to Wellness	KGA Office Group Chat	1
Total			115

Web

A detailed look at your employee's presenting issues.



Recommendations

Based on your organization's data, the following are suggestions on how to promote and/or align your EAP to the needs of your employee population. We welcome the opportunity to work with you to ensure your EAP is a highly visible and valued employee service.

No records found

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City of Somerville

1/1/2013 - 12/31/2013

Headcount: 775

Client Since: 2012

Service Summary

EAP Cases	Manager Consults	Crisis Response	Web Logins	Events	Benefits Forms	Total People Served
42	14	0 Participants 0 Events	40	0 Participants 0 Events	70 Participants 1 Events	96

* Not included in Total People Served.

Access Summary

Utilization Type	2013 - City of Somerville	2012 - City of Somerville	2013 - Bank of Business	2012 - Bank of Business
EAP	7.2%	3.7%	4.5%	4.5%
Onsite	0.0%	14.3%	9.2%	9.3%
Web	4.6%	4.4%	5.8%	6.0%

Primary Issues

Mental Health (12 Cases)	Work Issues (6 Cases)	Wellbeing (6 Cases)	Financial/Legal (7 Cases)	Family Issues (6 Cases)
Alcohol/Drug (6)	Career	Emotional/Stress (6)	Financial (3)	Child Care
Anxiety (3)	Harassment	Grief/Loss	Legal (4)	Couple/Marital
Depression (3)	Work Stress (6)	Medical		Domestic Violence
Major Mental Illness	Work-Life Balance (3)	Nutrition		Elder Care
Other Addictions		Sleep		Family (3)
Smoking Cessation				

Intake Data

Service Type

Current Year	Previous Year	All Clients	Previous Year All Clients
Counseling only (71.4%)	Counseling only (66.7%)	Counseling only (45.7%)	Counseling only (47.3%)
Worklife only (16.7%)	Worklife only (20.0%)	Worklife only (40.2%)	Worklife only (46.9%)
Counseling and Worklife (11.9%)	Counseling and Worklife (13.3%)	Counseling and Worklife (14.1%)	Counseling and Worklife (5.7%)

Self Reported Job Impairment

Current Year	Previous Year	All Clients	Previous Year All Clients
No (81.0%)	No (93.3%)	No (92.4%)	No (94.4%)
Yes (19.0%)	Yes (6.7%)	Yes (7.6%)	Yes (5.6%)

Documented Job Performance Issue

Current Year	Previous Year	All Clients	Previous Year All Clients
No (85.7%)	No (93.3%)	No (97.0%)	No (98.0%)
Yes (14.3%)	Yes (6.7%)	Yes (3.0%)	Yes (2.0%)

Referral Source

Current Year	Previous Year	All Clients	Previous Year All Clients
Self (66.7%)	Self (93.3%)	Self (80.5%)	Self (85.3%)
Human Resources (16.7%)	Human Resources (6.7%)	Human Resources (5.5%)	Human Resources (4.1%)
Manager (9.5%)	Manager (0.0%)	Manager (3.0%)	Manager (2.3%)
Family (4.8%)	Family (0.0%)	Family (5.9%)	Family (4.3%)
Vendor (2.4%)	Vendor (0.0%)	Vendor (0.5%)	Vendor (0.0%)

Manager Use

Current Year	Previous Year	All Clients	Previous Year All Clients
No (73.8%)	No (86.7%)	No (89.5%)	No (87.6%)
Yes (26.2%)	Yes (13.3%)	Yes (10.5%)	Yes (12.4%)

Outcome Data

Health Insurance Referral

Current Year	Previous Year	All Clients	Previous Year All Clients
No (73.8%)	No (93.3%)	No (85.2%)	No (86.3%)
Yes (26.2%)	Yes (6.7%)	Yes (14.8%)	Yes (13.7%)

Total Face to Face Sessions:

37 sessions

Average Face to Face Sessions:

2.18 per case

EAP Case Demographics

Age

Current Year	Previous Year	All Clients	Previous Year All Clients
30-39 (28.6%)	30-39 (20.0%)	30-39 (28.1%)	30-39 (30.9%)
40-49 (26.2%)	40-49 (33.3%)	40-49 (29.4%)	40-49 (29.4%)
50-59 (21.4%)	50-59 (26.7%)	50-59 (20.3%)	50-59 (19.5%)
18-29 (11.9%)	18-29 (20.0%)	18-29 (17.3%)	18-29 (15.6%)
60 and over (11.9%)	60 and over (0.0%)	60 and over (4.9%)	60 and over (4.5%)

Gender

Current Year	Previous Year	All Clients	Previous Year All Clients
Female (52.4%)	Female (46.7%)	Female (62.6%)	Female (62.0%)
Male (47.6%)	Male (53.3%)	Male (37.4%)	Male (38.0%)

Length Of Service

Current Year	Previous Year	All Clients	Previous Year All Clients
6 - 10 years (31.0%)	6 - 10 years (26.7%)	6 - 10 years (21.1%)	6 - 10 years (23.2%)
less than 2 yrs. (23.8%)	less than 2 yrs. (6.7%)	less than 2 yrs. (31.0%)	less than 2 yrs. (27.0%)
2 - 5 years (23.8%)	2 - 5 years (33.3%)	2 - 5 years (24.4%)	2 - 5 years (26.8%)
20+ years (14.3%)	20+ years (20.0%)	20+ years (9.2%)	20+ years (7.8%)
11 - 20 years (7.1%)	11 - 20 years (13.3%)	11 - 20 years (13.8%)	11 - 20 years (14.8%)

User Profile

Current Year	Previous Year	All Clients	Previous Year All Clients
Employee (97.6%)	Employee (100.0%)	Employee (90.4%)	Employee (91.5%)
Other (2.4%)	Other (0.0%)	Other (0.7%)	Other (0.5%)

Location

Current Year	Previous Year
Massachusetts (95.2%)	Massachusetts (13.3%)
In-State (4.8%)	In-State (86.7%)

Onsite Activity

Title	Date	Participants	Type
EAP Employee Orientation Webinar	2013-01-08	1	Orientation
EAP Employee Orientation Webinar	2013-01-08	1	Orientation
EAP Manager Training Webinar	2013-02-05	2	Orientation
EAP Manager Training Webinar	2013-02-05	1	Orientation
Health/Benefits Fair	2013-04-04	70	Benefits Fair
On Site Counseling - Trauma Debriefing	2013-09-13	2	HRS
DOT Reasonable Suspicion	2013-11-13	32	
Respectful Behavior in the Workplace - Managers	2013-11-14	40	
DOT Reasonable Suspicion	2013-11-18	25	
Respectful Behavior in the Workplace - Managers	2013-11-21	40	
Respectful Behavior in the Workplace - Employees	2013-12-17	50	

Web

Category	Min
Financial	50
Stress Reduction	26
Retirement	15
Healthy Lifestyles	8
Physical Activity	7
Health and Wellness	5
Credit	4
Family/Relationships	4
Children with Special Needs	2
Overview	2

City of Somerville

2014-01-01 - 2014-12-31

Headcount: 936

Client Since: 2012

Service Summary

EAP Cases	Manager Contacts	Onsite Response	Web Logged	Events	Benefits/Referrals*	Total
33	10	0 Participants 0 Events	33	0 Participants 0 Events	95 Participants 1 Events	76

* Not included in Total People Served.

Access Summary

Utilization Type	2014 - City of Somerville	2013 - City of Somerville	2014 - Book of Business	2013 - Book of Business
EAP	4.6%	5.7%	5.2%	5.2%
Onsite	0.0%	0.5%	15.4%	18.0%
Web	3.5%	4.1%	10.2%	9.0%

Primary Issues (% of Cases, Previous Year, Book of Business %)

Work Issues (11 Cases) - 33%	Mental Health (9 Cases) - 27%	Family Issues (6 Cases) - 18%	Financial/Legal (4 Cases) - 12%	Wellbeing (6 Cases) - 19%
Career	Alcohol/Drug (15%, 14%, 7%)	Child Care	Financial	Emotional/Stress (9%, 14%, 13%)
Harassment	Anxiety	Couple/Marital	Legal (9%, 9%, 21%)	Grief/Loss
Work Stress (27%, 14%, 5%)	Depression (9%, 7%, 5%)	Domestic Violence		Medical
Work-Life Balance	Major Mental Illness	Elder Care		Nutrition
	Other Addictions	Family (12%, 7%, 7%)		Sleep
	Smoking Cessation			

Intake Data

Service Type

Current Year	Previous Year	All Clients	Previous Year All Clients
Counseling only (63.6%)	Counseling only (72.7%)	Counseling only (43.6%)	Counseling only (46.9%)
Worklife only (24.2%)	Worklife only (15.9%)	Worklife only (41.6%)	Worklife only (39.1%)
Counseling and Worklife (12.1%)	Counseling and Worklife (11.4%)	Counseling and Worklife (14.1%)	Counseling and Worklife (13.9%)

Urgency

Current Year	Previous Year	All Clients	Previous Year All Clients
Urgent (9.1%)		Urgent (1.5%)	

Manager Use

Current Year	Previous Year	All Clients	Previous Year All Clients
Yes (9.1%)	Yes (25.0%)	Yes (12.1%)	Yes (10.7%)

Intake Data Con't

Self Reported Job Impairment

Current Year	Previous Year	All Clients	Previous Year All Clients
Yes (24.2%)	Yes (18.2%)	Yes (7.7%)	Yes (7.7%)

Documented Job Performance Issue

Current Year	Previous Year	All Clients	Previous Year All Clients
Yes (18.2%)	Yes (13.6%)	Yes (3.5%)	Yes (3.4%)

Referral Source

Current Year	Previous Year	All Clients	Previous Year All Clients
Human Resources (33.3%)	Not Asked (47.7%)	Human Resources (7.0%)	Not Asked (46.4%)
Promotional Materials (27.3%)	Human Resources (15.9%)	Promotional Materials (44.8%)	Human Resources (5.7%)
Health Fair (9.1%)	Promotional Materials (9.1%)	Health Fair (1.5%)	Promotional Materials (15.8%)
Family (9.1%)	Used Service Before (9.1%)	Family (9.2%)	Used Service Before (11.4%)
Coworker (6.1%)	Manager (9.1%)	Coworker (2.0%)	Manager (3.2%)
Used Service Before (3.0%)	Family (6.8%)	Used Service Before (15.4%)	Family (5.8%)
Vendor (3.0%)	Vendor (2.3%)	Vendor (0.3%)	Vendor (0.4%)
Manager (3.0%)		Manager (2.4%)	
KGA Onsite (3.0%)		KGA Onsite (2.6%)	
Benefits Website (3.0%)		Benefits Website (5.4%)	

Outcome Data

Health Insurance Referral

Current Year	Previous Year	All Clients	Previous Year All Clients
Yes (18.2%)	Yes (25.0%)	Yes (12.1%)	Yes (14.5%)

Total Contacts with Users:

120 contacts

Total Counseling Sessions:

14 sessions

Average Contacts Per EAP Case:

4.08 contacts

Average Counseling Sessions:

2.00 sessions per case where counseling occurs

Quality Assurance:

Question	City of Somerville (n=2)	All Company
How likely are you to recommend the EAP to your family or co-workers?	Would Recommend (0%) Neutral (100%) Wouldn't Recommend (0%)	Would Recommend (75%) Neutral (16%) Wouldn't Recommend (7%)
How helpful was your experience with the EAP?	Helpful (100%) Neutral (0%) Unhelpful (0%)	Helpful (94%) Neutral (3%) Unhelpful (2%)
How much money did contacting the EAP save you?	\$1 - \$250 (100%) \$251 - \$500 (0%) \$501 - \$1,000 (0%) \$1,000+ (0%) N/A (0%)	\$1 - \$250 (23%) \$251 - \$500 (14%) \$501 - \$1,000 (8%) \$1,000+ (4%) N/A (49%)
How much time did contacting the EAP save you?	1-5 Hours (100%) 6-10 Hours (0%) 11-20 Hours (0%) 20+ Hours (0%) N/A (0%)	1-5 Hours (37%) 6-10 Hours (14%) 11-20 Hours (4%) 20+ Hours (6%) N/A (37%)

EAP Case Demographics

Age

Current Year	Previous Year	All Clients	Previous Year All Clients
40-49 (36.4%)	40-49 (29.5%)	40-49 (29.1%)	40-49 (29.4%)
50-59 (30.3%)	30-39 (27.3%)	50-59 (22.3%)	30-39 (28.0%)
30-39 (18.2%)	50-59 (20.5%)	30-39 (27.8%)	50-59 (20.3%)
18-29 (9.1%)	18-29 (11.4%)	18-29 (14.8%)	18-29 (17.2%)
60 and over (6.1%)	60 and over (11.4%)	60 and over (5.6%)	60 and over (5.2%)

Gender

Current Year	Previous Year	All Clients	Previous Year All Clients
Male (63.6%)	Female (52.3%)	Male (37.1%)	Female (62.6%)
Female (36.4%)	Male (47.7%)	Female (62.5%)	Male (37.4%)

Length Of Service

Current Year	Previous Year	All Clients	Previous Year All Clients
6 - 10 years (30.3%)	6 - 10 years (31.8%)	6 - 10 years (19.3%)	6 - 10 years (21.1%)
20 years (21.2%)	less than 2 yrs. (22.7%)	20 years (9.7%)	less than 2 yrs. (31.0%)
11 - 20 years (18.2%)	2 - 5 years (22.7%)	11 - 20 years (14.5%)	2 - 5 years (24.3%)
2 - 5 years (15.2%)	20 years (13.6%)	2 - 5 years (20.0%)	20 years (9.4%)
less than 2 yrs. (12.1%)	11 - 20 years (9.1%)	less than 2 yrs. (31.4%)	11 - 20 years (13.6%)

User Profile

Current Year	Previous Year	All Clients	Previous Year All Clients
Employee (93.9%)	Employee (97.7%)	Employee (87.7%)	Employee (90.6%)
Significant Other (6.1%)	Other (2.3%)	Significant Other (7.9%)	Other (0.8%)

Location

Current Year	Previous Year
Massachusetts (100.0%)	Massachusetts (95.5%)
	In-State (4.5%)

Onsite Activity

Title	Date	Participants	Type
Respectful Behavior in the Workplace	2014-01-06	29	HRS
Respectful Behavior in the Workplace	2014-01-08	37	HRS
Respectful Behavior in the Workplace	2014-01-15	17	HRS
Respectful Behavior in the Workplace	2014-01-27	19	HRS
Respectful Behavior in the Workplace	2014-01-27	20	HRS
Respectful Behavior in the Workplace	2014-02-03	37	HRS
Respectful Behavior in the Workplace	2014-02-03	38	HRS
Respectful Behavior in the Workplace	2014-02-10	32	
Respectful Behavior in the Workplace	2014-02-10	32	HRS
Respectful Behavior in the Workplace	2014-02-12	25	HRS
Respectful Behavior in the Workplace	2014-02-25	27	HRS
Respectful Behavior in the Workplace	2014-02-25	27	HRS
Respectful Behavior in the Workplace	2014-04-01	12	HRS
Respectful Behavior in the Workplace	2014-04-01	12	HRS
Respectful Behavior in the Workplace	2014-04-01	12	HRS
Respectful Behavior in the Workplace	2014-04-02	12	HRS
Respectful Behavior in the Workplace	2014-04-02	12	HRS
Respectful Behavior in the Workplace	2014-04-02	12	HRS
Respectful Behavior in the Workplace	2014-04-04	12	HRS
Respectful Behavior in the Workplace	2014-04-04	12	HRS
Respectful Behavior in the Workplace	2014-04-04	13	HRS
Respectful Behavior in the Workplace	2014-04-15	13	HRS
Respectful Behavior in the Workplace	2014-04-15	13	HRS
Respectful Behavior in the Workplace	2014-04-15	13	HRS
Health/Benefits Fair	2014-04-17	95	Benefits Fair
Respectful Behavior in the Workplace	2014-04-28	34	HRS
Respectful Behavior in the Workplace	2014-04-29	34	HRS
Respectful Behavior in the Workplace	2014-04-30	35	HRS
Respectful Behavior in the Workplace	2014-05-01	35	
Respectful Behavior in the Workplace	2014-05-02	35	
Customer Service/Training/Somerville	2014-07-24	15	
Customer Service/Training/Somerville	2014-07-24	15	
Customer Service/Training/Somerville	2014-08-05	16	
Customer Service/Training/Somerville	2014-08-05	16	

Web

Category	Value
Healthy Lifestyles	3
Credit	3
Family/Relationships	3
School Age and Adolescence	2
Personal Growth	2
Stress Reduction	2
Communication Skills	2
Financial	2
Building Self-Esteem	2
Stress	1
Parenting Teens	1
Your Child's Well-being	1
Family Relationships	1
Working Well	1
Coping with Relocation	1
Personal Concerns Home	1